

**TEXAS STATE BOARD OF PHARMACY (TSBP)
JOB VACANCY ANNOUNCEMENT**

Job Title:	Enforcement Technician	Closing Date:	Open Until Filled
State Classification:	0154 Administrative Assistant III		
Posting Number:	TSBP18-010	Schedule:	Full-time
Reports to:	Enforcement Program Manager	Division:	Enforcement
Monthly Salary:	\$2,750 (A13)	Travel:	No
New Hires/Rehires:	60 day waiting period for Health coverage	Military Crosswalk:	Army 42A; Coast Guard YN, 360; Marine 0111; Air Force 3A1x1

GENERAL DESCRIPTION

Performs complex administrative support and technical program assistance work relating to the agency's enforcement program. Processes complaints according to established policies and procedures, including data entry of complaint information into the agency's computer system. Processes applications for licensure and registration, which includes evaluation of criminal background information. Provides information to agency customers by telephone, including highly technical explanations of pharmacy laws and rules.

ESSENTIAL JOB FUNCTIONS

Processes complaints according to established policies and procedures, including data entry of complaint information into the agency's computer system.

Processes applications for licensure and registration involving criminal history. Work includes:

- evaluating documents relating to an applicant's criminal history;
- completing complaint worksheets with information relating to applicant's criminal history;
- communicating with applicants verbally and in writing regarding the receipt and status of their application; and
- resolving issues relating to applications, which may include obtaining supplemental information and statements from applicants.

Drafts and mails letters to complainants. Assists with preparing and mailing letters to subjects of complaints.

Provides information to agency customers by telephone, including highly technical interpretations and explanations of pharmacy laws and rules.

Assists with the administrative processing of enforcement documents, including making copies of documents, preparing file jackets, and mailing documents.

Provides administrative support to Compliance Specialists. Work may include data entry of inspection information and preparing letters acknowledging voluntary compliance with Warning Notices issued during compliance inspections.

May serve as a back-up to receptionist.

May sort, review and distribute Division mail to the appropriate individual.

May perform duties of other Division administrative support staff in their absence, including maintenance of complaint files.

Maintains sufficient supplies on hand.

Determines work priorities and schedules time accordingly.

Maintains confidentiality of complaint information and associated documents.

Complies with all agency personnel policies, including regular attendance.

MINIMUM QUALIFICATIONS

Graduation from a standard senior high school or equivalent. One year of job-related experience is required. Job-related experience includes work as a data entry technician, administrative assistant, secretary, imaging technician or file clerk, or work involving duties relating to investigative, regulatory, or legal support. Previous experience at the Texas State Board of Pharmacy (TSBP) or in a pharmacy licensed by TSBP is desirable. Must have demonstrated ability in the use of office equipment and personal computer, including word processing and data entry. Must have knowledge of Microsoft Word and Excel. Must be able to demonstrate knowledge of business English, including terminology, spelling, and grammar.

Conditions of employment are: (1) must pass state and national fingerprint background checks; and (2) must be able to pass the required online class regarding security of criminal records. Must be eligible, as determined by Texas Department of Public Safety, to access criminal history records. If registered as a pharmacy technician, must possess current registration certificate and be in good standing with the Texas State Board of Pharmacy.

KNOWLEDGE, SKILLS & ABILITIES (KSAs)

Working knowledge and demonstrated ability of office practices and administrative procedures, including use of standard office equipment and personal computer.

Thorough knowledge of agency policies and procedures. Ability to interpret and apply agency policies and guidelines.

Ability to communicate clearly and effectively, both verbally and in writing.

Speed and accuracy in data entry and word processing, including skill at reviewing documents for accuracy.

Ability to work independently, manage time efficiently, and ability to manage multiple priorities concurrently. Ability to meet rigid deadlines.

Ability to maintain confidentiality.

Memory Skills.

Ability to maintain files accurately.

Interpersonal skills to interact with the public courteously and professionally.

Ability to maintain effective working relationships with other employees

WORK ENVIRONMENT

Normal office environment. Tobacco Free Work Place. Work involves the following conditions: frequent verbal communications with others by telephone; reading and reviewing large numbers of documents and processing information quickly and accurately; and sitting and operating a personal computer for long periods of time. Physical conditions will require a person with sufficient stamina to maintain a constant high level of concentration, frequently intense with many interruptions, for long periods of time. Work involves the frequent transporting of files between offices, and may involve retrieval and replacement of files into 4- and 5-drawer vertical filing cabinets, and transporting of files between offices and filing cabinets. Work involves the lifting of boxes of records, evidence and other documents weighing more than 35 pounds.

VETERAN'S PREFERENCE

In order to receive a veteran's preference for any position, one the following documents must be submitted with the employment application:

- a copy of the DD-214;
- a statement of compensation from the Veteran's Administration; or
- a copy of the DD1300.

HOW TO APPLY

The Texas State Board of Pharmacy (TSBP) accepts applications only for posted vacancies. The job description and state of Texas application can be downloaded from the TSBP website: <http://www.pharmacy.texas.gov/Job%20Openings/JobOpenings.asp>. Application must be submitted with a cover letter that focuses on the applicant's unique qualifications for the position. Application must be completed with all requested information. Incomplete applications will not be considered.

A resume may be submitted as a supplement to the State of Texas application; however a resume submitted in lieu of a State of Texas application will be rejected. A State of Texas application with "see resume" within the summary of experience is considered incomplete and will be rejected.

Applications may be submitted by mail, in person, or email to: Texas State Board of Pharmacy, 333 Guadalupe St, Ste 3-500, Austin Texas 78701; human.resources@pharmacy.texas.gov

An Equal Employment Opportunity Employer

TSBP does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or veteran status.

A copy of TSBP's EEO Plan Utilization Report is available at

http://www.pharmacy.texas.gov/files_pdf/EEO_Utilization_Report_TSBP_Amended.pdf

This job is covered by the Fair Labor Standards Act (FLSA). Employees in jobs covered by FLSA who actually work in excess of 40 hours in a workweek receive time off at a time-and-one-half rate as the primary method of compensation in lieu of cash payment.